

DBS UPDATE EMAILS – WHAT TO DO GUIDE

Once a DBS Certificate has been issued, ECB will invite the applicant to register their certificate to the update service so that it can be rechecked/renewed annually. **We do not give clearance for 3 years**

The cost to registering to the Update Service – Free to volunteers, £13 per annum for those in paid roles. This is paid directly to the DBS Update Service (online) when registering and renewing your subscription.

Contact email from ECB to renew DBS.

Whether you are on the update service or not, you will receive an email notification directly from the ECB from email address dbs@ecb.disclosures.co.uk. This will be approx. 1 month before your renewal date (every year) asking you to log into our DBS portal to consent to your recheck and complete your annual confirmation of your role/club/contact details -**You need to do this if you are in a paid role or a volunteer.**

If you have **not** logged in and consented/reconfirmed your details, then your renewal will **not** take place. Your ECB DBS clearance will expire on your renewal date.

Contact email from the DBS Update Service

This is external to the ECB. The DBS Update Service will also email you from their email address dbs.update.service@notifications.service.gov.uk as your account is personally registered to you. To maintain your registration, if you are in a paid role you will need to log in to pay your annual fee of £13. **If you are a volunteer you will also receive an annual subscription email but as you are not required to pay you don't need to do anything with this particular email.**

Further information and FAQ's can be found using this link:-

<https://safehands.zendesk.com/hc/en-us/articles/6679940298141-DBS-Renewal-FAQ-s>